

**Advisory Committee for 911 Service Oversight
Committee Minutes
August 11, 1998**

In Attendance: Gary Kempker, Bill Adams, Carol Ann Freeman, Charles Bonney, Atkins Warren, Peggy Loman, Kay Smith (for Sheila Lumpe), Roger Young

Gary Kempker opened the meeting with introductions of committee members, guests and visitors. Observers and Guests included: Mike Benzen and Dave Schraeder (OA, DP&T), Gwen Fletcher (OA, Telecommunications), Phillip Potterfield and Gary McElroy (Monroe City) and John Matthew, Walt Grover and Brian Hogan (Willow Springs/Mountain Grove).

Mike Benzen discussed the facts and myths associated with the Year-2000 computer programming and equipment problem. He indicated that not all 911 computers will be affected, but that all should be checked. The problem principally lies with time and date chips in File Servers; and with older programs using an abbreviated year code. The best way to check a system, is to transfer system operations to a second computer, then change dates on the first one to those beyond both 9/9/99 and 1/1/00. Dave Schraeder indicated that some computers manufactured as late as 1997 may contain older computer chips that will fail, and that contacting manufacturers will not help since most purchase similar chips from different manufacturers. Charles Bonney indicated that SW. Bell was making every effort to verify system compliance, as were other Teleco's.

Kay Smith from PSC indicated that they had sent a Year 2000 survey to every 911 service provider, and would share the information once all were returned. The PSC also plans to conduct a second survey later this year or early next year to reevaluate compliance and changes.

Mike Benzen also indicated that the Governor would be soon appointing a Year 2000 Council to monitor the State's compliance and preparations; and to assist local governments with technical information and recommendations.

The Committee reviewed the minutes from the last meeting, and approved them. Gary Kempker passed out a copy of the statutes pertaining to Ethics and Financial Reporting, asking each member to review the guidance which will be discussed at the next meeting. A copy of the proposed Committee Administrative Policy was distributed for review. It will also be discussed at the next meeting.

Charles Bonney provided copies of the Illinois legislation discussed at the last meeting concerning local switchboards and 911 calls being answered by local security offices instead of PSAP's. Missouri does not have similar regulations, and members were asked to review prior to the next meeting.

Gwen Fletcher was introduced by Robb Pilkington as the individual assigned by the Office of Administration for the Wireless Service Provider Enhanced 911 Advisory Board. A quick summary of Senate Bill 743 was given, and Gary Kempker indicated that a close working relationship between both groups would be established.

The Committee heard from Gary McElroy, Fire Chief, Monroe City and Phillip Potterfield, Monroe City regarding difficulties the community is having with fire/EMS dispatch. The Monroe City Fire/Ambulance Districts extend into three counties. The Fire/EMS services want to continue dispatching themselves from Monroe City, but the expansion of 911 services in these counties appears to be preventing this. The Monroe City Council will support the local dispatch center, if an agreement can be reached with the Counties. To date, the counties are unwilling to agree to a Monroe City dispatch. Board members queried both individuals, and it was determined that the best possible solution would be for the County 911 Centers to install a "Hot Button" for calls origination in the Fire/EMS District boundary. This would allow the calls to be automatically transferred to Monroe City. Charles Bonney, SWB, agreed to approach the PSAP's with this concept.

The Committee also heard from John Matthew, Willow Springs; and Walt Grover and Brian Hogan from Mountain View. The problem they presented was similar to that of Monroe City in that Willow Springs Fire/EMS district boundaries extend beyond the city limits into the county. Willow Springs also wants to self-dispatch based upon caller problems. Presently the county has one PSAP. The recommendation for a "Hot Button", and a change in PSAP protocol was made by the Committee; and Charles Bonney agreed to contact the GTE representative to assist the group.

Charles Bonney closed the meeting with a presentation of how a 911 system works, and how emergency calls are routed between telephone company and PSAP equipment.

Gary Kempker adjourned the meeting at 12:50.